

OBSERVATION REPORT #70

Verizon-NJ (VZN-NJ) fails to closeout trouble tickets for repairs of Resale special services in a satisfactory time frame.

Issue

KPMG Consulting inserted faults into special circuits in four Central Offices and several dispatch-out locations in New Jersey. Trouble tickets were then created; electronically, using the RETAS interface; or verbally, through a phone call to the Regional CLEC Maintenance Center (RCMC). After the troubles were cleared by VZN-NJ, RETAS trouble histories were printed for all the closed tickets, including those that had been reported to the RCMC directly. These reports show a less than satisfactory success rate in meeting the appointment or standard interval time provided by VZN-NJ for the trouble repair completion.

In a review of VZN-NJ's repair times, KPMG Consulting recognized that troubles placed on special circuits were not always given commitment times, therefore KPMG Consulting reviewed these for timeliness based on VZN-NJ's internal objective times found in VZN-NJ provided detailed trouble histories.

Of the eight Resale special circuits tested, VZN-NJ failed to meet the objective times set for those type troubles five times; this results in a success rate of just 37.5%. Of the eight tested, four were Private Lines, while the other four were DS1s.¹ Only one of the four Private Line troubles was fixed according to the objective time, achieving a 25% success rate.

There is no metric provided by Verizon-NJ to demonstrate timely completion of trouble repairs on retail special services. Even lacking a standard of comparison, KPMG Consulting believes that a 25% success rate in meeting repair deadlines on Private Lines is unacceptable.

¹ This OSS test was the first to include the end-to-end testing of DS1 type circuits. There is currently an observation open and under discussion (Observation #40) on the Verizon-NJ performance of repairs on DS1s. The details related to the testing of DS1s have been removed from this report given that these issues will likely be resolved separately.

The following table illustrates some of the faults where VZN-NJ did not meet the provided repair appointment commitment:

**Timeliness of Trouble Repairs for Private Line Special Services
Circuits***

Telephone Number/Circuit ID	Trouble Ticket number	VZN Provided Appointment Time	Actual Time Trouble Ticket Closed	Comments
/HWDA/185185/NJ	RS000173	10/18/00 1:32	10/18/00 20:17	The objective time for this trouble was not provided to KPMG Consulting when the ticket was opened. It was obtained from the detailed trouble history provided by VZN-NJ.
/HWDA/185184/NJ	RS000174	10/18/00 2:32	10/18/00 20:37	The objective time for this trouble was not provided to KPMG Consulting when the ticket was opened. It was obtained from the detailed trouble history provided by VZN-NJ.
/HWDA/185182/NJ	RS000175	10/18/00 2:16	10/18/00 18:48	The objective time for this trouble was not provided to KPMG Consulting when the ticket was opened. It was obtained from the detailed trouble history provided by VZN-NJ.

*Note: Unless otherwise specified, all times provided are GMT.

Assessment

A CLEC is judged on the quality of service it provides. The end-user views the CLEC as the party responsible for repairing and maintaining the lines, therefore when a service deadline is missed the CLEC is faulted, potentially costing that CLEC customers.

Meeting appointments and target intervals allows a CLEC to interface efficiently with their end users when taking reports. In addition, a CLEC is responsible for making follow up calls to the RCMC to escalate service or check on the status of a trouble ticket. This could require a CLEC to increase their work force to handle the additional activity which can increase operational expenses for the CLEC. Failure by VZN-NJ to meet self-imposed repair deadlines results in both higher expenses and greater customer dissatisfaction for CLECs.

Private Lines are an advanced type of special circuit that allows the CLEC to provide a faster speed of service and DS1s carry a much greater volume of traffic (24 channels with 24 lines each) than basic POTS lines; hence, a trouble on these circuit types creates a much greater service concern for CLEC end-users. The effect of a delay in the repair of higher capacity services is considerably more detrimental than it would be for basic POTS service. Verizon has given special services troubles a shorter objective repair time to reflect the importance of these types of circuits. The timely repair of these circuits can be critical to the end-user's business, hence failure to meet the repair interval puts the CLEC in a more difficult position as a service provider.